

PERMIT EYES USER INSTRUCTIONS

A. **USER ACCOUNT SET-UP – Must be Completed FIRST**

It will be necessary for you to set-up a user account prior to submitting your online application, renewal, or registration form. Go to Online Permitting – Blue Box then ; Click “New User Register Here” (bottom right of sign in screen) and continue step-by-step through the registration process.

Tips for Setting-Up Your User Account:

- When setting-up your user account, be sure to use your best contact information, including the email address where you want your renewal email to be sent. If that email changes at any point, contact our office immediately.
- On Screen 2, choose your Username and Password.
- On Screen 3, click the box next to the option that specifically applies to you, but DO NOT CHOOSE “CONTRACTOR” AS YOUR DESIGNATION.
- If you are a facility/establishment and your business address is not located in Chelmsford, click the blue box that says, “Address Does Not Appear in Drop Down”, which is located on the top right corner of the form, and it will allow you to enter an out-of-town address.
- Make note of your username and password. If you forget your password, you may reset it by entering your username and clicking “Forgot Password”.

B. **COMPLETING YOUR NEW OR RENEWAL APPLICATION FORM**

Once you have set-up your user account, you can use your Username and Password to sign-in to the system where you will be brought to the Home Page of the permitting program. The system defaults to the “Building” module, so you will need to click the Department module at the top of the page. You may now complete your new or renewal application or registration form by following the steps below:

- If you are renewing an existing license, permit, or registration certificate, look for a “Renew” box to the left of your application. If you do not see an existing application marked for renewal, please contact our office for assistance. DO NOT COMPLETE A NEW APPLICATION.
EXCEPTION: *If this is your First time utilizing this Online Application Process – You will NOT select “Renew” box. You will need to follow the “New Application” Steps*
- Clicking the “Renew” box will bring up your renewal form. Please review the information in the form and update anything that is no longer current/correct. Skip to Part D of these instructions.
- If you are submitting a new application or registration form, click “New Application” at the top left corner of the page, and then click the department to access the module.
- Select type of permit, certificate, etc. you wish to apply for, and you can begin filling out the application following the instructions below.

SECTION 1.

- You can enter/edit information in all fields. Again, if you have trouble entering an address because it is not located in Chelmsford, click the blue box that says, “Address Does Not Appear in Drop Down”, which is located on the top right corner of the form, and it will allow you to enter the address manually.

SECTION 2.

- Please use physical addresses only in this section, not PO Boxes.
- The Business Owner is the parent company, corporation, or sole proprietor (Septic Installers should enter their legal name).

- The Property Owner is the “landlord” or lessee, otherwise it is the same as the Business Owner.

SECTION 3.

- The Applicant is the individual who is completing the application (manager, secretary, spouse, etc.), and will auto-fill based on the User Account information.

SECTION 4.

- Your Mailing Address is where you will receive any written correspondence from our office. Please specify PO Box #'s in the second field (Street Name) and leave the first field blank, and include your city, state and zip code. If you do not have a PO Box, you may use the drop-down menu.

- The remaining fields are specific to the individual applications/forms and are self-explanatory. It is imperative that you complete ALL fields in ALL sections of the application, including the Workers Comp Affidavit. Your FEIN/SSN is required by the Department of Revenue. All the information you enter this year will auto-fill for next year’s renewal, if applicable.
- If you are a Sole Proprietor, you must check that box in the Workers Comp Affidavit, as well as the Type of Business, but we do not require any additional insurance information.

C. **AFTER REVIEWING/COMPLETING ALL SECTIONS OF YOUR APPLICATION**

- Please click the box under “Declarations” in the last section and click “Submit” at the bottom of the page.
- Your application should show a status of “Pending” or “Waiting for Sign-off”. If your application status says, “Partially Submitted”, you neglected to fill in a required field and you must go back and update it or contact our office for assistance.
- After successfully submitting your application, please click the small “eye” icon to the left of your application number to view the Transactions Page or workflow status. Below is a list of functions that can be performed within the Transactions Page.
 - Use the “paperclip” icon to upload/attach required supporting documents/certificates (
 - Click the chat “bubble” to send a message or to view a message from our staff. ○ Use the “pencil” icon to edit your application.
- Once our office has reviewed and approved your application, you will receive an email from Permi-Eyes that you have a fee due.
- A “Pay Here” box will appear under the [Pay Fee](#) section of the Transactions Page. If you wish to use our online payment option, please click “Pay Here” and you will be redirected to a secure site where you will have the option of paying by Credit Card or EFT.
- Once payment has been successfully processed, you will be notified that your permit/certificate is ready. You may print that by clicking the [Issue Permit](#) section of the Transactions Page and clicking the “Print” box at the top/bottom of the permit/certificate.

D. **ADDITIONAL INFORMATION**

- Applications are considered incomplete and will not be signed off until all required supporting documents have been uploaded/attached.
- If our staff determines there is an error or omission relating to your application, you will receive a message via the “chat” feature, which will appear bright red until viewed. You may respond by clicking the “chat” bubble and typing your message.
- Please check your JUNK mail, and mark email updates/notices that are automatically generated from Permi-Eyes as “Not Junk” so they will go to your inbox.